

Housing Management Advisory Board

12 July 2023

Performance information pack

QUARTER 4 2022-2023

Landlord services performance
Compliance performance (fire safety etc.)

**HOUSING MANAGEMENT ADVISORY BOARD
12 JULY 2023**

**Report of the Landlord Services Manager and the
Repairs & Investment Manager**

**LANDLORD SERVICES
PERFORMANCE**

Purpose of report

To consider performance at the end of quarter 4, 2022-2023, January to March 2023.

Recommendation

The board is asked to note and comment on performance for the fourth quarter (and end of year) of 2022-2023.

Targets met or within tolerance levels (performance is within 5% of the target)

(a) Repairs

Description	Target	Performance Q4
% Emergency repairs completed within 24 hours	100%	99.72% 3,888/3,899
% Responsive repairs for which appointments are made and kept	98.58%	98.40% 6,032/6,130
% Urgent repairs completed on time	97%	95.44% 1,695/1,776
% Responsive repairs completed within timescales	97%	96.05% 9,551/9,944
% Routine repairs completed on time	97.00%	92.90% 3,966/4,269

Note: The timescales that apply to the different categories of repairs are:

Emergency repairs – 24 hours
 Urgent repairs – 5 days
 Routine repairs – 28 days

(b) Rent collection and arrears

Description	Target Q4	Performance Q4
% Rent collected (including rent arrears brought forward)	95.55%	96.54%
Rent arrears of current tenants as a percentage of the annual rent debit rent debit	3.24%	2.51%

(c) Tenancy management

Description	Target	Performance Q4
% New tenancies sustained over twelve months	95%	98.91% 271/274
% New tenancy visits completed on target	95%	95.27% 161/169

(d) Supported housing

Description	Target	Performance Q4
% Support plans agreed with sheltered tenants/reviewed within time	100%	100% 718/718

(e) Customer satisfaction

Description	Target	Performance Q4
% Residents satisfied with Decent Homes work	95%	97.37% 37/38
% Lifeline customers satisfied with the way their alarm call was dealt with	99.50%	99.47% 188/189
% Tenants satisfied that the operative arrived on time	98.57%	94.37% 570/604

(f) Voids

Please see appendix 1 for voids graphs.

Targets not met within a 5% tolerance

(a) Repairs

Description	Target	Performance Q4
Average number of days taken to carry out standard re-let repairs	14 days	65.34 days

Commentary:

Owing to a lack of resources in the repairs teams the target has not been met. We are recruiting additional staff to the team in order to shorten the voids turnaround time. We are also exploring options around additional contracted resource.

(b) Gas servicing

Description	Target	Performance Q4
% Properties with a valid gas safety certificate (CP12)	100%	98.87% 5,086/5,144

Commentary: For the first year of the new contract it was necessary to run a eleven-month renewal cycle rather than a ten-month one, which left little or no time for remedial action after the contractor's access attempts were exhausted. Currently our contractor is continuing to bring all properties back to a ten-month cycle and this exercise is expected to be completed in September 2023. This will then allow time for remedial action to help ensure servicing before expiry of certificates.

(c) Complaints

Description	Target	Performance Q4
% Complaints responded to within timescales (stages 0 and 1)	95%	75.68% 308/407

Commentary: Nationally there has been a 78% increase in complaints. There are a number of complaints associated with repairs that have not been answered in full within the required ten days response which are having a negative effect on the overall Landlord Services target. A new complaints policy is in place which requires every complaint to have a written response whereas previously verbal responses could be provided and recorded on our system. An additional repairs team leader has been recruited to on a temporary basis to support better response times.

(d) Customer satisfaction

Description	Target	Performance Q4
% Tenants satisfied with responsive repairs (overall)	97.4%	92.05% 556/604
% Tenants satisfied with the time taken to complete the repair	97.60%	91.23% 551/604

Commentary: Time taken to complete the repair target has suffered owing to lack resources in joinery. Recruitment is underway to rectify this problem. Timeliness has a significant bearing on response times. Other feedback from tenants is they have not seen the operatives' badges and plastering work which has caused dust in customers' homes. Our repair team leaders are responding to the negative comments and have spoken to the operatives to ensure that they are careful and clear any dust that may occur during works. The RTLs are carrying out post inspection on plastering works until this improves.

Operatives will be reminded during toolbox talk that ID is to be visible.

% Residents satisfied with the time taken to complete the Decent Homes work	95%	81.58% 31/38
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Commentary: Over the last few months we have mobilized our capital contractors, however, the contractors have struggled to complete their works in the required timescales due to resource issues. We continue to monitor the contracts in our operational meetings and are assured that as they strengthen their work force time scales will improve.

% ASB complainants satisfied with the way their case was dealt with	86.00%	22.2% 2/9
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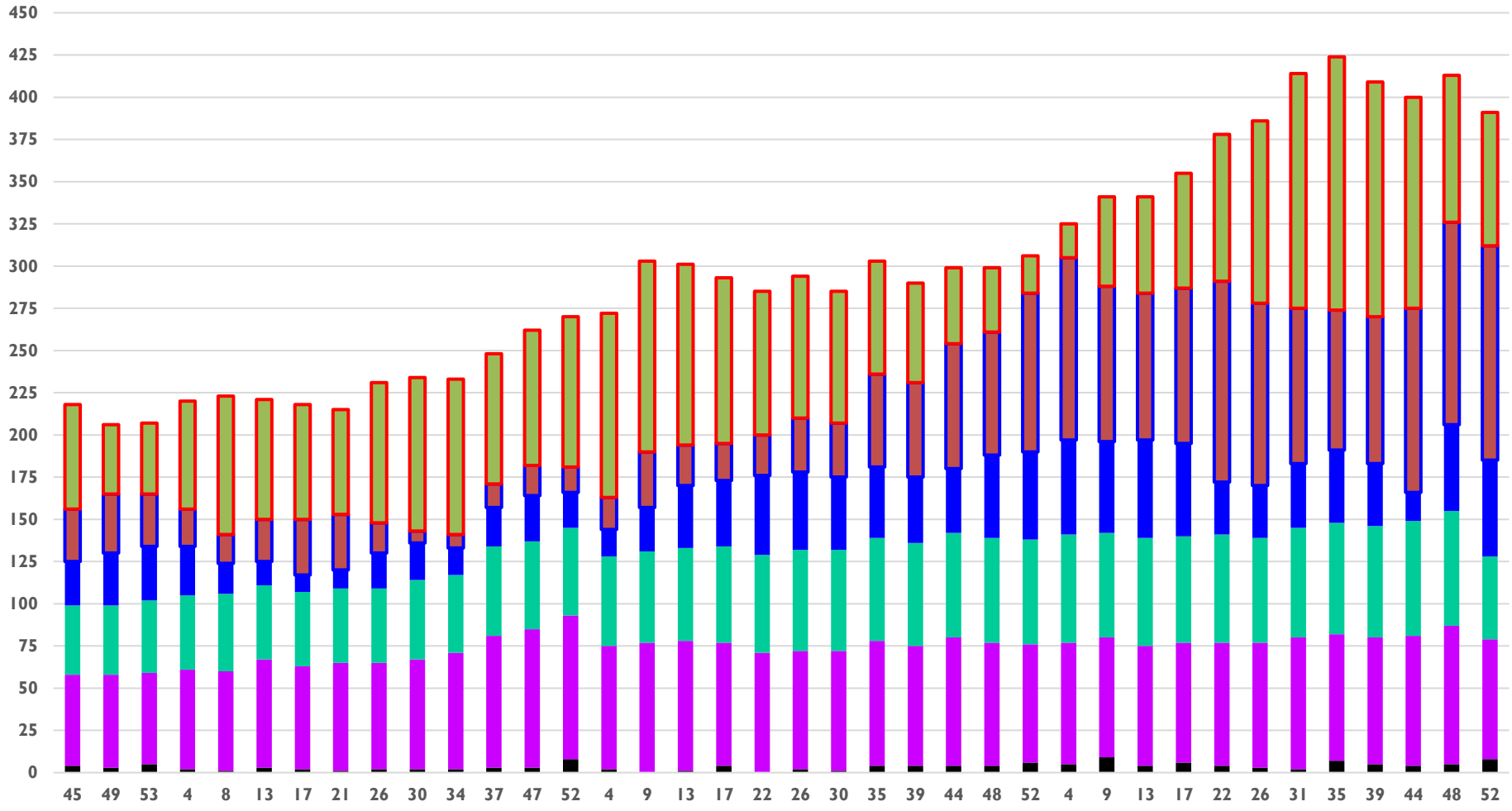
Commentary: There have been a small number of satisfaction surveys completed which has affected performance. This figure doesn't reflect the number of surveys we have attempted to complete.

We have amended the way that we carry out surveys to see if this makes a difference to the return rate. We are continuing to review this to ascertain if there is anything else we can do to increase the number of surveys completed. In future we will also be able to provide the number of surveys requested as well as the data for those we have been able to complete.

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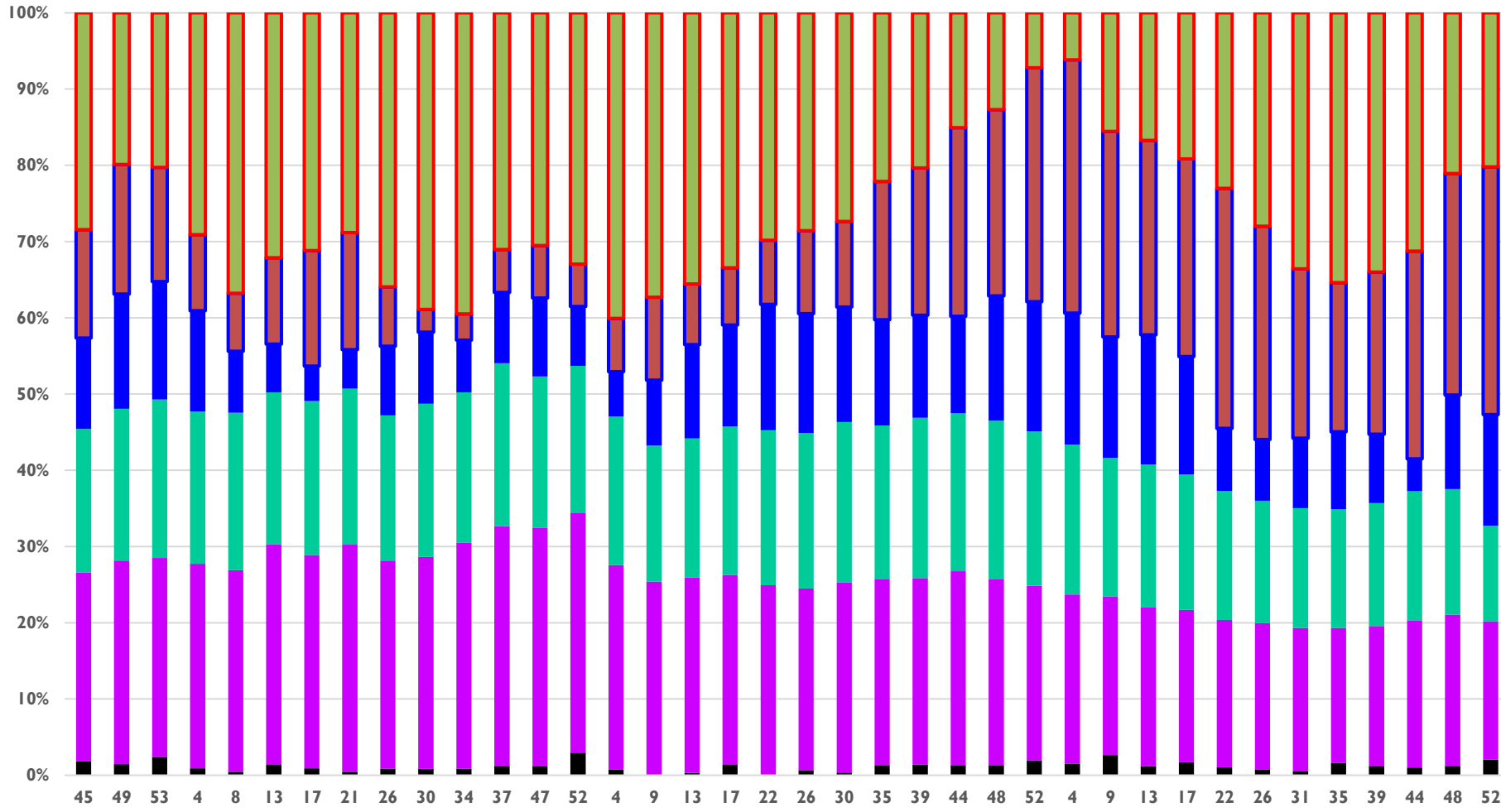
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All voids by category (excl held for decant) 2019-2020 to 2022-2023 - stacked bar chart



- Sheltered routine repairs
- Sheltered ready to let
- Sheltered maj wks/mothballed
- Major works GN
- Routine repairs GN
- Ready to let GN

All voids by category (excl held for decant) 2019-2020 to 2022-2023 - 100% stacked bar chart



■ Sheltered routine repairs

■ Sheltered ready to let

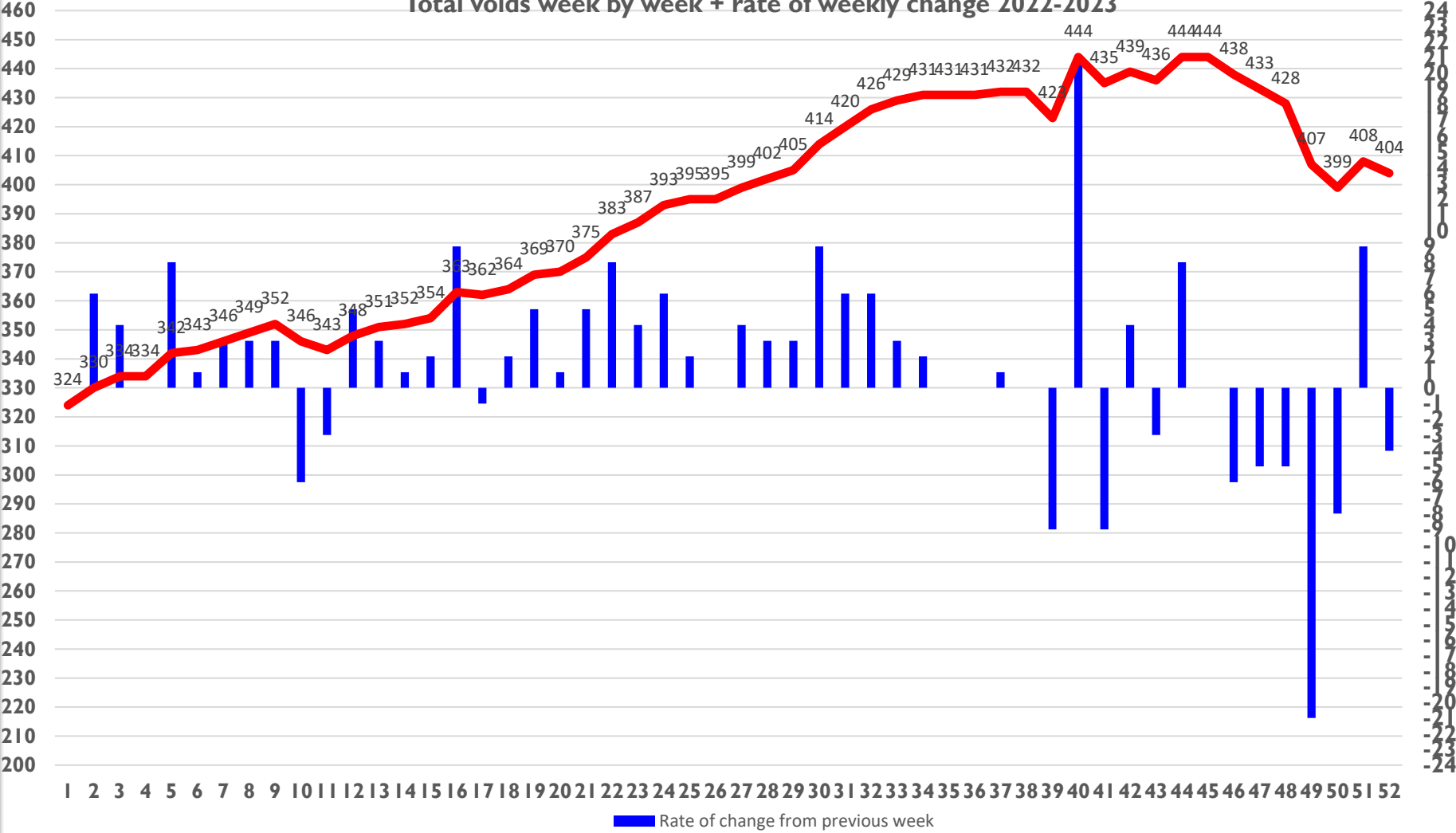
■ Sheltered maj wks/mothballed

■ Major works GN

■ Routine repairs GN

■ Ready to let GN

Total voids week by week + rate of weekly change 2022-2023



COMPLIANCE REPORT AS AT THE END OF QUARTER 4 2022-2023

KPI	DESCRIPTION	TARGET	ACTUAL	%	COMMENTARY
1	GAS COMPLIANCE				
	PROPERTIES WITH A CURRENT CP12	5,144	5,086	98.87%	We had 58 properties out of compliance at the end of Mar And these were all at legal action stage. Legal efforts continue to obtain warrants to gain access and we are preparing further legal packs. We will be trialling Saturday attempts at access for legal cases on 6 and 13 May.
	CAPPED PROPERTIES WITH A CURRENT CP12 (VOID)		323	6%	6% of our properties are capped and void
	CAPPED PROPERTIES WITH A CURRENT CP12 (NOT VOID)		110	2%	2% of our tenanted properties do not have use of gas appliances.
	COMMUNAL BOILERS WITH A CURRENT CP12	14	14	100%	All communal boiler systems are compliant. We are down one property as St Michaels is being decomissioned. Gas is capped, water has been drained off and cadent are being consulted to remove supply
	SOLID FUEL PROPERTIES WITH CURRENT CERT	43	39	91%	Four properties are out of compliance. Servicing has been attempted at all properties. There are nine 'no accesses', leaving us with two properties past one year. I is now void so should be removed from the list shortly
	TOTAL REPAIRS COMPLETED IN PRIORITY	6,328	5,523	87%	5144 of repairs were completed within priority during Mar
	CUSTOMER SATISFACTION (98%)	513	495	96%	Audits received 100% customer satisfaction.
1a.	AUDITING - ASSURANCE				
	COMPLETED GAS AUDITS - MAIN GAS CONTRACT	10%	424	0%	10% audits
	COMPLETED SOLID FUEL AUDITS				
2	SMOKE ALARM & CO COMPLIANCY - RECONCILIATION PROJECT				
	No. props with individual smoke detction connected to Lifeline with communal fire alarm systems		405		

3	ALL PROPERTIES WITH A CONFIRMED WORKING SMOKE ALARM	5,490	4,598	84%	WORKING/TESTED ALARMS IN LOCATIONS TO SATISFY NEW REGS. COUNTS MAY BE UNDER REPORTED AS QL DOES NOT HOLD DETAILS OF WHICH FLOOR A COMPONENT IS LOCATED ON AND ONLY THOSE WHERE A FLOOR MAY BE ASSUMED ARE INCLUDED. INCLUDES SMOKE DETECTION IN SCHEMES. NB SMOKE AND CO ALARMS ARE FITTED WHEN A GAS SERVICE IS COMPLETED
	GAS PROPERTIES WITH A CONFIRMED WORKING SMOKE ALARM	5,146	4,148	81%	WORKING/TESTED ALARMS IN LOCATIONS TO SATISFY NEW REGS. COUNTS MAY BE UNDER REPORTED AS QL DOES NOT HOLD DETAILS OF WHICH FLOOR A COMPONENT IS LOCATED ON AND ONLY THOSE WHERE A FLOOR MAY BE ASSUMED ARE INCLUDED. NB SMOKE AND CO ALARMS ARE FITTED WHEN A GAS SERVICE IS COMPLETED.
	GAS PROPERTIES WITH A CONFIRMED WORKING CO ALARM	5,146	3,730	72%	Perceived drop owing to a backlog in LGSR processing because of a file transfer problem at the end of March
	FIRE SAFETY				
	FIRE ALARM - SIX-MONTHLY	20	20	100.00%	
	EMERGENCY LIGHTING - DURATION TEST - ANNUAL	0	0	#DIV/0!	None were due
	EMERGENCY LIGHTING - FLICK TESTING - MONTHLY	288	278	96.53%	Ten certificates missing owing to access issues. Chasing up
	FIRE RISK ASSESSMENT	297	297	100.00%	Commercial FRA responsibility has been confirmed as lying with the leaseholder or tenant as a legal obligation regardless of wording of leases or tenancy agreements
	FIRE EXTINGUISHER	14	14	100.00%	14 sites have fire extinguishers/blankets installed (47 components)
	FRA RECOMMENDATIONS - IMMEDIATE/AS SOON AS PRACTICABLE	349	103	29.51%	IA: one in progress; 245 not started - ST 0 in progress, 42 not started, NU 0 in progress, 16 Not started. Works are outsourced and update on the actions is pending.
	FRA RECOMMENDATIONS - SHORT TERM	328	286	87.20%	
	FRA RECOMMENDATIONS - NON URGENT	111	95	85.59%	
	FRA RECOMMENDATIONS - LONG TERM	0	0	NA	
FRA RECOMMENDATIONS - ASSET PROTECTION ONLY	0	0	NA		
FRA RECOMMENDATIONS - TOTAL	788	484	61.42%		
4	WATER SAFE				

	LEGIONELLA MONITORING - MONTHLY		15	15	100%	Monthly, quarterly and annual checks are taking place at all sheltered housing schemes . New risk assessments are being received. Installation of remote temperature monitoring and some level of automatic flushing being investigated. Written schemes of control to be developed along with checks on processes/documentation to be implemented in 2023. St Michael's Court is in the process of being decommissioned.
5	LIFTS & STAIRLIFTS					
	PASSENGER LIFT - SIX-MONTHLY		5	5	100%	A BUG HAS BEEN FOUND IN THE RAG REPORT FOR LIFTS AND IT IS MISREPORTING THE NUMBER OF OOC LIFTS. RECTIFICATION IN PROGRESS
	STAIRLIFT - ANNUAL SERVICE		199	23	12%	
6	ASBESTOS					
	Communals for reinspection 20/21		493	493	100%	
	Surveys requested in the month		207	29	14%	88 Done if including surveyed and waiting on report. 17 booked, One refusal. 99 to survey. One on hold.
	Total surveys requested previously		2383	1351	57%	79 booked, 57 surveyed, 375 cancelled, 522 still to survey FURTHER PROBLEM OF ADDRESS DUPLICATION OWING TO DIFFERENT TOWN ETC
	Total properties with an asbestos survey		5530	5530	100%	Waiting for data from Health and Safety Officer re some properties thought not to have surveys.
	COMPLETED ASBESTOS AUDITS - ASSURANCE TESTING					Audits completed with assurances issued on works carried out - further auditing to be completed on licensed works as necessary
7	ELECTRICAL CONDITION REPORTS (PERIODIC TESTING) INC PAT TESTING					
	Courts PAT testing		14	14	100%	PAT testing - UP TO DATE
	ELECTRIC TESTING COMPLIANCE DWELLINGS		5471	4543	83%	
	ELECTRIC TESTING COMPLIANCE COMMUNALS		316	314	99%	The number of comunal areas has dropped. As some blocks have been visited it has been established they are physically part of another block (although separate on QL) and are fed as a circuit from the other block. Therefore, from an electrical point of view, some blocks don't exist as there is no consumer unit in that block.

APPENDIX 3: ANTI-SOCIAL BEHAVIOUR: QUARTER 4 - JANUARY TO MARCH 2023

1. Incidents of ASB reported by estate: quarter 4 2022-2023

Estate	Q4 22/23	Q3 22/23	Q2 22/23	Q1 22/23
Anstey	5	0	2	17
Barrow Upon Soar	2	1	3	4
Birstall	3	0	1	3
Loughborough - Ashby Road	15	5	5	9
Loughborough - Bell Foundry	48	26	12	31
Loughborough - General	14	13	7	10
Loughborough - Shelthorpe	9	11	18	30
Loughborough - Thorpe Acre	3	5	1	8
Loughborough - Town Centre Central	3	4	7	6
Loughborough - Warwick Way	50	67	70	32
Mountsorrel	6	10	31	17
Quorn	3	3	2	2
Rest of Charnwood	5	5	4	3
Rothley	5	2	7	0
Shepshed	31	17	35	21
Sileby	28	16	17	11
Syston	20	20	22	51
Thurmaston	2	0	3	6
Woodhouse Eaves	5	2	4	7
Grand total	257	207	251	268

2. Case closure: quarter 4 2022-2023

CASES CLOSED DURING QUARTER 4	Q4 22/23	Q3 22/23	Q2 22/23	Q1 22/23
Numbers of cases closed	93	73	145	68
Total time open (days)	8,365	10,428	29,534	4,758
Average length of time open (days)	90	143	204	70

3. Case resolution rate: quarter 4 2022-2023

CASES CLOSED DURING QUARTER 4	Q4 22/23	Q3 22/23	Q2 22/23	Q1 22/23
Numbers of cases closed	93	73	148	68
of which were resolved	87	55	143	63
Case resolution rate (%)	94%	75%	97%	93%

Any cases that were duplicates or entered in error have been excluded from this calculation.

4. Case closure and reasons for closure when unresolved: quarter 4 2022-2023

Case resolution - unresolved cases' reason for closure	
Reason for closure when unresolved	Nos
No perpetrator identified	4
NFA – insufficient evidence to take further action/progress	2
TOTAL	6

5. Case closure by disposal (action status at point of closure): quarter 4 2022-2023

Disposal type	Q4 22/23	Q3 22/23	Q2 22/23	Q1 22/23
Advice	2	19	7	0
Verbal warning	0	2	0	0
Written warning	4	3	3	2
Community protection advice/warning letter (CPW)	1	1	0	0
Mediation	1	4	4	0
Acceptable behaviour contract	0	0	0	0
Community protection notice (CPN)	1	1	0	0
Injunction	0	1	0	0
Tenancy – extension to introductory tenancy	0	0	0	0
Notice of possession proceedings	0	0	0	0
Notice of seeking possession	1	0	0	0
Suspended possession order (SPO)	0	0	0	0
Outright possession order	0	0	0	0
Criminal behaviour order (CBO)	0	0	0	0
Closure order	0	0	0	0
Eviction order	1	0	2	0
No further action at complainant's request	20	19	17	14
No further action – reported for information only	3	2	2	3
No further action – no perpetrator identified	5	18	5	3
No further action - other	23	59	17	12
No further action – evidence not provided	32	45	47	30

Other (in this case non-engagement by complainant)	92	115	224	127
Referred to the police	1	0	3	2
Referred to the tenancy and estate management team	0	0	1	1
Referred to the environmental protection team	0	0	0	0
Alleged perpetrator ended tenancy	0	0	3	0
Complainant moved	0	0	2	0
GRAND TOTAL	187	289	337	194

6. Open cases at the end of quarter 4 2022-2023

Cases open	Q4 22/23	Q3 22/23	Q2 22/23	Q1 22/23
Numbers of cases	91	65	209	314
Total time open (days)	7,814	8,699	48,341	57,459
Average length of time open (days)	86	134	231	183

7. Repeat complainants

Repeat and anonymous complainants for cases opened during quarter 4 2022-2023	
Anonymous/no victim or complainant	0
Reported twice	20
Reported three times or more	10
TOTAL	30

Please note that from the next quarter onwards anonymous/no victim or complainant will be removed as people can no longer make anonymous reports therefore going forward this figure will always be 0.

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